

mspnice award

June 29th, 2022

Greetings Managers,

One of your employees, Abdullahi Hassan, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Abdullahi for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Abdullahi!



Abdullahi Hassan, TSA

Customer compliments:

Thank you for helping us with our flight. We got a call from Officer Hassan when we were about 30 minutes away from MSP. Hassan helped us work out a plan, that worked out really great. After we checked our luggage, we called Officer Hassan and met him outside the TSA area. He was outstanding, he was very friendly with us, kept Ann occupied while I got our papers checked, and escorted us to the inspection areas. He then helped us get Ann's bags checked while I went through the X-ray machine. He then got Ann's bags inspected and passed. Getting through the inspections without incident was super. Officer Hassan is an outstanding TSA inspector, and you guys should promote him. Thanks again for making our trip start out great!